

# **EASTLAKE WOODLANDS**

**CONTROLLED ACCESS PATROL**

**POST ORDERS**

# TABLE OF CONTENTS

<b>Title</b>	<b>Page</b>
Emergency Overhead Lights. . . . .	1
Security Vehicles (SOP). . . . .	1
7:00 am – 3:00 pm Rover . . . . .	2
3:00 pm – 11:00 pm Rover. . . . .	3
11:00 pm – 7:00 pm Rover . . . . .	4
Gate Duties. . . . .	5
License and ID Cards. . . . .	6
Telephone Numbers. . . . .	6
Directions. . . . .	6
Duke Energy Right-of-way . . . . .	7
Golf Course. . . . .	7
Animal Calls. . . . .	7
Irrigation. . . . .	7
Construction Sites & Pools. . . . .	7
ELW Rules and Regulations. . . . .	8

**USE OF EMERGENCY LIGHTS ON PATROL VEHICLES**

Overhead Emergency Lights on Vehicles will be used during accidents involving "INJURY or TO WARN" oncoming traffic of dangerous conditions that may exist on the Roads.

Overhead lights are also to be used whenever the school bus comes to a stop, while monitoring school Bus.

**SECURITY VEHICLES S.O.P.**

1. Vehicles will be swept out and cleaned "DAILY" by Driver.
2. Vehicle Logs will be filled out and signed by Drivers with the Date, Shift, Beginning/Ending mileage and maintenance check.
3. Vehicles will be inspected at the beginning of each Shift by the Driver and inspection sheets filled out.
4. All Vehicle damages must be "REPORTED IMMEDIATELY" or immediate Dismissal could occur.
5. Gas will be logged by Gallons, Dollar amounts, and Mileage on Vehicle Log Sheet. Officers are to print their name and truck number on each gas receipt.
6. Trip Meter will be set at the END of each Shift.
7. Vehicles will be Gassed-up by the 11 pm-7 am Shift, unless the Gas Gauge reads less than a half of a tank.
8. Vehicles will be "WASHED" by the 11 pm-7 am shift on Sunday and Wednesday.
9. All Drivers of the Vehicles will observe the speed limits in Eastlake Woodlands and will drop to a slow speed when crossing any speed waves.
10. No RIDERS or ANIMALS allowed except for Security personnel, because of insurance purposes.
11. All calls are to be followed up with the resident. Do not ask if resident would like a call back.
12. Non-urgent calls received 15 minutes or less prior to shift change can be passed down to relieving officer.
13. An Incident Report is required for every call that is dispatched
14. Large groups of cyclists are to be reported to the sheriff's department and monitored by the rover until they leave property or an officer arrives. Cyclist are not to be engaged by officers.

**ROVER DUTIES**

7:00am – 3:00pm

- (a) **Check all perimeter gates within one hour of reporting for duty.**
- (b) Monitor Bus stops morning and evening, Monday through Friday.
- (c) Patrol assigned area 1, 2, 3 and 4.
- (d) Patrol each street in assigned area whether it be short, long or a dead end.
- (e) Look for missing or broken signs.
- (f) Insure that all inner Gates are opened and all the outer Gates are working properly. If a gate is not working properly, it is to be coned off and the gate it is paired with, is to remain in normal operation.
- (g) Give Gate Guards their breaks.
- (h) Transport Guards to and from the Gate to the parking area.
- (i) Check Supervisor's book at the Main Gate for any other instructions on a Daily Basis.
- (j) Check Bus stops for cars passing stopped School Buses and speeding.
- (k) Monitor the Suntrust Bank Entrance and Shopping Plaza Gates at every shift and redirect vehicles without barcodes to manned gates.
- (l) Write out Violation Tickets on Vehicles parking on the grass, blocking the sidewalk or Vehicles that have expired or no license plates.
- (m) Check for any vandalism that may have occurred during the night.
- (n) Saturday and Sunday monitor for "garage sale" , Open House signs (allowed on community association property on Sundays only from 11 AM to 4PM) or Vendor signs at entrances of ELW and on right-of-way along main roads. Garage sale signs appearing within entrances to individual associations are allowed. No Garage Sale signs are allowed on community association property ever.
- (o) Unless there is emergency work being done, absolutely no construction work to begin before 7:00 A.M.
- (p) Forward phones to the rover at the beginning of each shift starting at 7am and ending at 11pm. The rover on duty will respond to all calls.
- (q) An Incident Report is required for every call that is dispatched.
- (r) A weekly perimeter check is to be done for the vacant homes, during the day, by both patrol officers.

**ROVER DUTIES**

3:00 pm – 11:00 pm

- (a) Check all perimeter gates within one hour of reporting for duty.  
Monitor Bus stops morning and evening, Monday through Friday.
- (c) Patrol assigned areas 1, 2, 3, and 4.
- (d) Patrol each street in assigned area whether it be short, long or a dead end.
- (e) Look for missing or broken signs.
- (f) Insure that all inner and outer Gates are working properly. If a gate is not working properly, it is to be coned off and the gate it is paired with, is to remain in normal operation.
- (g) Give Gate Guards their breaks.
- (h) Transport Guards to and from the Gate to the parking area.
- (i) Check Supervisor's book at the Main Gate for any other instructions on a Daily Basis.
- (j) Check Bus stops for cars passing while busses are loading or unloading.
- (k) Monitor the SunTrust Bank Entrance and Shopping Plaza Gates daily.
- (l) Write out Violation Tickets on Vehicles parking on the grass, blocking the sidewalk or vehicles that have expired or that have no license plates on Community Association Property only unless there is a written agreement with the sub association.
- (m) Check all Swimming Pools, Golf Course Road, Maintenance Shop, Country Club Clubhouse doors, and Cart Barn. Highlight any open pool gates in DAR after pool hours.
- (n) An Incident Report is required for every call that is dispatched.

**PAGE 4**

**ROVER DUTIES**

**11:00 pm – 7:00 am**

- (a) Check all perimeter gates within one hour of reporting for duty.**
- (b) Make 2 am ticket run through Woodland Estates, Cluster III and Greenhaven 1. Log on DAR**
- (c) Patrol assigned areas 1, 2 3 and 4.**
- (d) Patrol each street in assigned area whether it be short, long or a dead end.**
- (e) Look for missing or broken signs.**
- (f) Check on Gate Guards during the night.**
- (g) Insure that all inner Gates, Call Boxes and Outer Gates are working properly. If a gate is not working properly, it is to be coned off and the gate it is paired with, is to be kept in normal operation.**
- (h) Make Radio checks periodically.**
- (i) Transport Guards to and from the Gate to the parking lot.**
- (j) Check Supervisor's book at the Main Gate for any other instructions on a Daily Basis.**
- (k) Keep a look-out for any suspicious people in the area.**
- (l) Monitor the Suntrust Bank Entrance and Shopping Plaza Gates daily.**
- (m) Write out Violation Tickets on Vehicles Parking on the Grass, Blocking the sidewalk, Vehicles that have Expired or no License Plates, or parking in the street after midnight. We do not ticket in Laurel Oaks, Heatherwood, the Pinnacle.**
- (n) Check for any vandalism that may occur during the night.**
- (o) Street Light survey should be completed the 1<sup>st</sup> and 15<sup>th</sup> of each month.**
- (p) An Incident Report is required for every call that is dispatched.**

GATE DUTIES

6:00 AM – 2:00 PM/2:00 PM – 10:00 PM/10:00 PM – 6:00 AM

1. Guards are to be available for pick up 15 minutes before their shift to facilitate transfer to the guardhouse or vehicle transfer.
2. If the guard is going to be late, they are required to call in and let the shift supervisor know. Failure to do this could result in disciplinary action.
3. Guards will be courteous and respectful to all residents and visitors alike.
4. Do not give out any information regarding incidents or any cases on Eastlake Woodlands property. Refer them to Management and Associates for information.
5. If you need time off or need to switch shifts, let Supervisor know. Do not write on the calendar, as this will not acknowledge notification.
6. Gate personnel will not accept parcels, keys or luggage from airlines. Do not accept keys from renters or owners trying to return keys. If found items are turned in by residents Manager is to be notified.
7. Gate personnel are to assist guests by directing them to their destination if needed and by calling residents to come to the gate if requested.
8. Gate personnel are to control entry into complex by identifying current "ELW Decal".
9. All vehicles not displaying ELW Decal must be stopped and signed in.
10. Gate personnel are to explain policy to residents who do not have current ELW Decal and inform them how to obtain a decal.
11. Gate personnel are to give directions and if needed, give map to visitor. Contractors or service providers should not require maps.
12. Emergency vehicles have free access to the complex when entering, gates will be locked open.
13. Duke Energy, TECO, US Post Office, UPS, Fed Ex, Brighthouse Cable, Verizon, Pinellas County Utilities and school busses do not need to be signed in.
14. In the event of any car or gate damage, you MUST notify the Site Supervisor immediately. If the vehicle leaves the area, you MUST get a description of the vehicle and the license plate number.
15. Malfunctions of the gate should be reported immediately to the Site Supervisor. If the malfunction creates a hazard, the gate should be locked in the open position until repairs are made.

16. Gate personnel will not take or accept responsibility for a car being struck by a gate. GATE ARM COMES DOWN AFTER EACH VEHICLE ENTRY.
17. All vehicles must come to a complete stop before gate is opened – both visitors and residents.
18. Before Gate personnel can open any inner or outer gates for anyone, they must come to your gate and identify themselves to you or they must call the resident to open the gate for them. Let them know which number to be able to call so they reach you and not the other gate. No exceptions to this rule.
19. No contractors can access ELW (unless emergency) before 7:00 A.M.
20. 3<sup>rd</sup> shift will disengage call forwarding at 11 PM
21. Overnight shift is responsible for maintaining a clean gatehouse.
22. Time stamp vehicle registers at least every 15 minutes.
23. Inventory supplies on every DAR
24. If a resident request a supervisor, there is always one on property. The patrol officer is always the acting supervisor.



PAGE 6

### **LICENSE AND ID CARDS**

License and ID Cards will be kept on your person at all times. This is a requirement by the State of Florida. They will make you leave and can pull your license if you are caught working without it.

### **TELEPHONE NUMBERS**

Do not give any phone numbers to anyone for any reason. The only exception is to provide telephone numbers to residents to contact animal services or emergency numbers. Telephone numbers for association management companies may also be given.

### **DIRECTIONS**

Please give accurate directions. If you are unsure, check Maps on gate street sheet. Do Not Guess. Never give out information without Supervisor's approval. Questions should be directed to management representative.

**DUKE ENERGY RIGHT-OF-WAY**

1. This is Private Property. If Rovers find anyone on this Property, you are to call the Sheriff's Dept. because this is considered Trespassing.
2. Get Names, Address, and Phone number of Person or Persons Trespassing.
3. Get Make, Model, Color and License Plate Number of Vehicle.
4. Put incident on your DAR and make Incident Report.

**GOLF COURSE**

1. This is also considered Private Land. Get Names, Address and Phone Numbers of all Persons Trespassing. This information will be turned over to Clubhouse Management.
2. Clubhouse, cart barn and tennis complex should be checked after hours including all doors.
3. Put on DAR and make out Incident Report as needed.

**ANIMAL CALLS**

1. Refer caller to the Proper Authority for removal of nuisance.
2. If the animal is dead and on owner's property it is owner's responsibility. If animal is on ELWCA roadway contact the Proper Authority for removal and monitor traffic.

**IRRIGATION**

1. When the Gate House receives a water complaint, the Rover will go check Irrigation Responsibility chart to see if East Lake Water should be notified. If so, the Rover will have the Gate Guard call the pager number for East Lake Water. If ELW Water is not indicated on the chart contact the appropriate party if after hours or instruct the caller to contact the appropriate party if Monday-Friday during working hours.
2. Officer will not attempt to fix or turn off the water. If something gets broken, you will be held responsible for the cost of repair or replacement.
3. Officer will put down the time the call was received, what action was taken and the time the request was made for the Gate Guard to call ELW Water.
4. This action will be logged on your DAR.

**POOLS**

All pools must be physically checked.

**RULES AND REGULATIONS**

1. **Pets – Pets must be leashed at all times while on Community Association property. Owners are responsible for the removal and proper disposal of waste. Waste may not be disposed of into the drainage system.**
2. **Signs – Open House or For Sale signs may be posted on Community Association property ONLY on Sundays between the hours of 11 am and 4 pm. No other type of sign may be posted by residents or contractors at any time on common property including the entrance right-of-ways.**
3. **Commercial Vehicles – No commercial vehicles are allowed to park overnight except when servicing residents or properties.**
4. **Parking – Parking is not permitted on Community Association roads or on turf areas adjacent to such roads. See the community chart for individual association parking restrictions.**
5. **Lakes – Residents and their guests may fish directly behind their home when that property abuts a lake or if they have permission from the owner of that property. NO MOTORIZED BOATS ARE ALLOWED IN ANY LAKE.**
6. **Swimming – No swimming is allowed in any of the lakes.**
7. **Gates – All gates close after each car entry.**
8. **Speed limit on ELW roads is 30 MPH unless otherwise posted. Radar Enforcement by Pinellas County Sheriff's Office.**
9. **Soliciting is never allowed in East Lake Woodlands**